



PSC NEWS

Missouri Public Service Commission

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FAMILIES OF MISSOURI NATIONAL GUARD TROOPS IN IRAQ TO RECEIVE AT&T PREPAID CALLING CARDS UNDER AGREEMENT REACHED BETWEEN PSC AND AT&T

Jefferson City (January 4, 2005)---The Missouri Public Service Commission has approved an agreement which will place AT&T Prepaid Calling Cards into the hands of approximately 1,500 families of Missouri National Guard troops either staged to go or deployed and on active duty in Iraq. The AT&T Prepaid Calling Cards will provide up to a half-hour of calling to Iraq.

“The Commission appreciates the sacrifices made by Missouri military personnel who are stationed in Iraq and their families,” stated PSC Chair Steve Gaw. “We are pleased this agreement will provide an opportunity for Missouri National Guard families of soldiers in Iraq to communicate with their loved ones. We appreciate AT&T’s gesture of support for our military personnel in Iraq and their families.”

The agreement reached between the Public Service Commission and AT&T resolves issues regarding AT&T erroneously charging over 29,000 Missouri consumers a monthly recurring charge of \$3.95 in early 2004. AT&T has also entered into an agreement regarding issues related to the erroneous \$3.95 monthly charge with the Missouri Attorney General.

The PSC Staff conducted an investigation regarding the mis-application of the charge. In addition to the bill credits and refunds, AT&T has made a good will gesture of providing these prepaid calling cards for Missouri National Guard families.

Effective January 1, 2004, AT&T properly added, to AT&T long distance customers enrolled in AT&T’s interstate Basic Rate plan, a monthly charge of \$3.95. However, the charge also began appearing on certain of AT&T residential long distance subscribers not enrolled in that particular plan as well as to certain customers who were not AT&T customers.

Upon finding the error, AT&T corrected those information systems which caused the error to occur and processed refunds and bill credits totaling over \$285,000 to Missouri consumers who were erroneously billed.

AT&T will provide the calling cards to the Missouri National Guard so that the Missouri National Guard can distribute them to the families.

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